**Job Description**

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| **Position**  | Grants Officer  |
| **Team** | Services  |
| **Reports to** | Applicant Services Manager  |
| **Location** | Remote working, however will be required to attend meetings once a month in London  |

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| **Purpose: how this post supports NZF’s vision and mission** National Zakat Foundation (NZF) gives Muslims around the UK a way to bring their Zakat to life. It is the only platform with a nationwide reach that helps Muslims calculate and give Zakat to those who should be receiving it. Together, we help get lives back on track and unlock the potential of those held back by their financial circumstances. Together, we can create a thriving, closer community. This is an exciting time to join NZF as it delivers services on the basis of an enhanced operating model, putting its primary user, the Zakat giver, at the centre of everything it does. With over 10 years’ experience in collecting and distributing Zakat in the UK, NZF seeks to develop a seamless and simple experience for givers and recipients and build scalable services which are ready for NZF’s ambitious plans for growth.Grant Officers at NZF hold a crucial role centred around the processing of applications within the organization. Their primary responsibility involves thoroughly reviewing and managing the applications received, ensuring compliance with established guidelines, and providing crucial assistance to individuals in need within the community. Beyond the core application processing, Grant Officers take on an additional role as Virtual Grant Officers (VGOs).As VGOs, Grant Officers extend their support beyond traditional application processing by attending appointments with applicants. This unique service is designed to assist individuals who may face challenges in completing applications due to technical issues or language barriers. The VGOs conduct these sessions in the comfort of their homes, utilizing virtual meeting platforms akin to Teams. This personalized approach ensures that applicants receive tailored assistance, fostering inclusivity and accessibility in the application process. Grant Officers, in their dual capacity, play a vital role in enhancing the overall grant application experience for individuals seeking support from NZF.To succeed in this role, you will be delivery-orientated, a team player, with a passion for providing a caring and efficient service. You will be highly motivated, empathetic and have a good eye for detail. The opportunity to serve God through serving Zakat recipients will be a key motivator for you. Ideally, you will have experience in customer service or grants administration roles. Knowledge of the UK benefits system would also be desirable.**Typical responsibilities and key end results of position:** **Case Work Management*** Work directly with community partners to ensure the delivery of an effective service.
* Carry out assessments on complete applications to assess eligibility for support.
* Process cases diligently within the framework of SOPs.
* Make decisions on cases and oversee the disbursement of grants to partners.
* Collaborate with the Reporting Officer to identify cases suitable for collecting impactful case studies.

**Virtual Grant Officer (VGO) Responsibilities*** Attend appointments with applicants as a VGO to assist them in filling out applications, particularly for those facing tech issues or language barriers.
* Conduct virtual assistance sessions, similar to virtual meetings on Teams.
* Provide personalized support to ensure inclusivity and accessibility in the application process.
* Bridge the gap for individuals who may find it challenging to complete applications independently.

**Applicant Engagement:*** Engage a diverse pool of applicants, including both previous NZF beneficiaries and newly identified individuals.
* Streamline the application process for enhanced accessibility to all potential participants.
* Support the team in capturing authentic voices and Stories from Applicants
* Effectively Communicate with the applicants on the role of NZF and our responsibilities

Working Relationship * Applicant Services Manager
* Grant Officers
* Quality Assurance Officer
* Customer Services Officer
* Reporting Officer
* External - Applicants

Approach* Commit to the fundamental values of the Zakat Distribution team: to provide a service which is efficient, empathetic, and effective.
* Commit to safeguarding those who contact NZF to prevent harm and reduce the risk of abuse or neglect.
* Ensure the grants system records are accurate and up to date.
* Respect and maintain customer confidentiality.

 **Person specification:** Knowledge, Skills, Qualifications, Experience and Behaviours required to achieve role’s objectives:

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| **Knowledge and Skills:** | **Essential (E) / Desirable (D)** |
| An understanding of Zakat within the context of the five pillars of Islam.  | **E** |
| Strong administrative skills, paying attention to detail. | **E** |
| Good organisational skills, with ability to prioritise workload, manage time effectively.  | **E** |
| Ability to deal with and respond appropriately to enquiries and requests under pressure. | **E** |
| Ability to adapt to change quickly and efficiently. | **E** |
| Ability to retain and apply key policy information.  | **E** |
| Excellent verbal and written communications skills. | **E** |
| Ability to work effectively within a team. | **E** |
| Good IT skills- including Microsoft Office software packages- and the ability to pick up new IT systems quickly. | **E** |
| Ability to apply criteria and policy to uncommon case scenarios. | **E** |
| Spoken language skills of Albanian and/or Arabic and/or Kurdish dialects. | **D** |

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| **Qualifications and Experience** | **Essential (E) / Desirable (D)** |
| 2 years’ experience in administrative roles  | **E** |
| Experience of working remotely as part of a team | **D** |
| Experience of dealing with vulnerable people. | **D** |
| Experience in grants administration | **D** |

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| **Behaviours** | **Essential (E) / Desirable (D)** |
| Non-judgemental and empathetic with clients. | **E** |
| Confident and assertive when dealing with difficult situations. | **E** |
| Use of initiative to ensure the service meets the needs of beneficiaries. | **E** |
| Methodical approach to task management. | **E** |
| Motivated to help vulnerable people and make a difference in the community. | **E** |
| Comfortable with meeting targets both individually and as a team.  | **E** |

**Physical Environment and Demands:**This role will primarily be remote working with no more than one day a month in-person meetings in the London area.**Level of Contact with Children:**The level of contact with children is nil. |